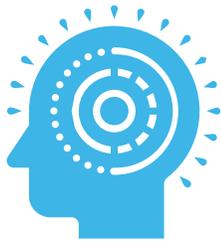






Caring through COVID-19

Best Practices and Implementation Procedures for Using Telehealth in PHP & IOP



Anxiety



Depression

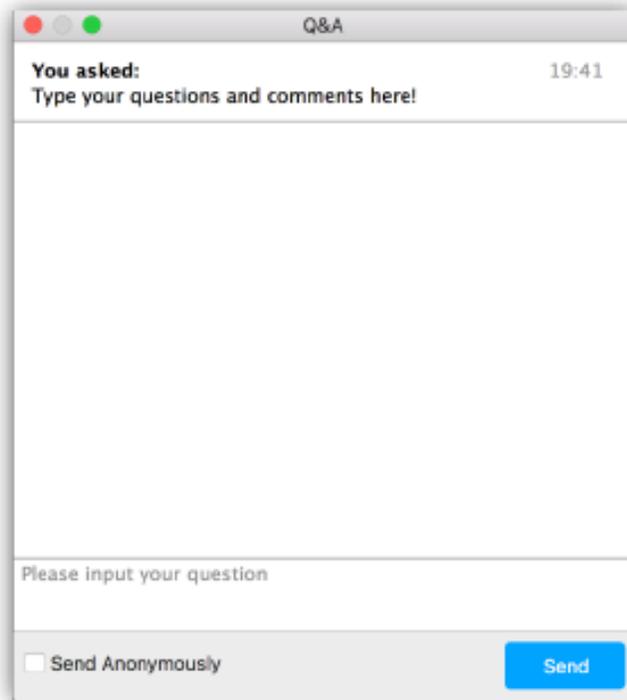


Job loss



Working
remotely

House Keeping Items



The image shows a screenshot of a Q&A window. The window title is "Q&A". At the top left, it says "You asked:" followed by "Type your questions and comments here!". To the right of this text is a timestamp "19:41". Below this is a large empty text area for input. At the bottom left of the input area, it says "Please input your question". At the bottom left of the window, there is a checkbox labeled "Send Anonymously". At the bottom right, there is a blue button labeled "Send". A blue arrow points from the right side of the list towards the input area of the Q&A window.

1. Today's webinar is 1 hour including Q&A
2. All participants will be muted during the webinar
3. Please use the Q&A function vs. chat. We will monitor questions throughout and answer as many as possible at the end.
4. This webinar is being recorded and will be posted within 24 hours at www.beaconhealthoptions.com/coronavirus/ so you have continued access to the information and resources

Agenda

Learning Objective: Support our provider network with implementing telehealth for intensive outpatient programs (IOPs) and partial hospitalization programs (PHPs) as a result of COVID-19.

- Overview of operationalizing a virtual group
- Keeping patients engaged
- Maintaining confidentiality
- Crisis and risk in a virtual group setting
- Toxicology screenings
- Family involvement
- “Lessons Learned” from providers currently conducting virtual IOP/PHP
- Short discussion on the potential long term usage of virtual services
- Question and Answer

Today's speakers



Robert McAlonan, LCSW
Director of Provider Quality



Jennifer Nelson
Interim Manager of Virtual Services



Paula Vass, LICSW, MBA, CEDS
Chief of Clinical Operations



Stephen Delisi, MD
Medical Director, Professional Education



Overview of IOP and PHP Telehealth During COVID-19

- Beacon's overall expectation is that providers continue to deliver the **same level of service** and **clinical value** using telehealth.
- Virtual IOP and PHP must include **audio and video** technology.
- IOP and PHP programming **must include** a written schedule or program activities, protocols for addressing risk, group notes and treatment planning. For virtual PHP, patients must be seen by a psychiatrist daily.
- No more than 15 participants in a virtual IOP group and 10 for virtual PHP.
- Virtual PHP: Ensure full-day programming (a minimum of 6 hours). Group therapy must take place at least four hours a day.

How has COVID-19 affected patient engagement?

- There is a wide spectrum of patient willingness to participate in a virtual group.
- Increased engagement when providers successfully adapt evidence-based programming to virtual delivery.
- Clinical anecdote: Family more available and engaged in virtual eating disorder treatment during COVID-19.

How do you ensure confidentiality in a virtual group?

- Ensure virtual conferencing platforms are HIPPA compliant and 42 CFR Part 2 compliant, as applicable.
- Patient handbook and informed consent for telehealth services should be specific.
- Clinicians should “scan” the rooms and be aware of any breaches in privacy.

What do I do if there is a crisis during or at the end of a virtual group session?

- Emergency action plans specific to virtual programs. Have a plan!
- Know the physical location of the patients and emergency contact information with Release of Information (ROI).
- Agency should develop virtual crisis management policies, procedures and clinician training.

How do you continue toxicology screenings in a virtual program?

- If available, patients can go to a physical lab location.
- Oral swab and urine kits sent to home – DNA matching at the lab.

How do you include family and collaterals in a virtual IOP or PHP?

- Regular family and/or collateral virtual meetings.
- Specific family/collateral support groups offered outside of the IOP/PHP programming.

What have been some of your “lessons learned” in conducting virtual programs?

- Telehealth increases access for people with financial, geographic, and/or transportation issues.
- Virtual services provides a safer environment for those who struggle with close proximity to others.
- Both clinicians and patients need orientation to virtual etiquette.
- Establish “ground rules” specific to the virtual program.

Thinking ahead – How does COVID-19 affect the long-term utilization of a virtual framework?



It is very possible that COVID-19 will have a lasting effect on the **ratio of outpatient services** offered via telehealth.



Beacon will be analyzing how telehealth has impacted **access and behavioral health outcomes**.

Resources



Beacon COVID-19 Provider Resources

HOME / CORONAVIRUS AND YOUR MENTAL HEALTH / PROVIDER RESOURCES

Provider Resources

Beacon Health Options is strongly committed to our members, clients and providers to ensure that mental health needs are being met during this stressful time.

We recognize that many of our members and providers are being encouraged or mandated to stay at home in order to prevent community spread of coronavirus. When clinically appropriate, telehealth can be an effective way for members to begin or continue their care through a mental health provider safely from their homes via phone, tablet or computer-enabled web cam.

During this national public health emergency Beacon will cover telehealth services including phone therapy, for most services. Additionally, in order to ensure access to care for our members we are waiving cost sharing for in-network and out-of-network providers.

GENERAL

- > [Provider FAQs: IOP & Telehealth](#)
- > [Provider FAQs: PHP & Telehealth](#)
- > [ABA/COVID-19 FAQs](#)
- > [Business support FAQs for providers](#)
- > [Coronavirus general and mental health FAQs](#)
- > [Telehealth 101: What you need to know to get started – video | powerpoint](#)
- > [CMS expands Medicare codes](#)
- > [Beacon Health Options partners with Psych Hub to develop COVID-19 resource hub](#)

MENTAL HEALTH

- > [Tips for housebound families](#)
- > [Finding coronavirus media coverage overwhelming?](#)
- > [Social distancing for the social animal](#)
- > [How to navigate anxiety caused by coronavirus](#)
- > [How to help children navigate anxiety caused by coronavirus](#)

STATE SPECIFIC GUIDELINES

[Coronavirus Provider Resources \(Link\)](#) [Provider Webinars \(Link\)](#)

Additional Provider Webinars

1. **Managing a Clinical Team Remotely**
2. **Compassion Fatigue for Providers/Clinicians**
3. **Triaging Referrals to Prioritize Access**
4. **Delivering Substance Use Disorder Care Via Telehealth Platform**

Additional Resources

[Telehealth Resource Center](#)

Sydney Care Mobile APP –
Go to app store to download

[PsychHub](#)

[Aunt Bertha](#)

[ACES AWARE](#)

[Suicide Prevention Lifeline](#)

[Crisis Text Line](#)

[SAMHSA Disaster Distress Helpline 1-800-985-5990](#)

[The Daily Pledge](#)

[Mobile MORE Field Guide to Life](#)

[My Sober Life](#)



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Questions?



Anxiety



Depression



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Thank You



This presentation will be posted at
www.beaconhealthoptions.com/coronavirus/

CONTACT US:

Beacon's National Provider Services Line

800-397-1630 (Monday-Friday, 8 a.m.-8 p.m. ET) or contact your Provider Relations contact

